Work Order System

Abstract

A method for processing maintenance work orders includes: identifying a maintenance problem; generating a work order for the maintenance problem in a computer, including at least the location of the problem and the type of the problem; assigning the work order to a technician; entering data from the technician in the computer relating to the technician completing the work order, including at least the action taken to fix the problem and the elapsed time to complete the work order; and comparing the elapsed time entered by the technician for the completed work order to a predetermined standard benchmark for the type of maintenance problem to measure the efficiency of the technician in fixing the problem.